New Website
New Website Goals

- Highlight customer choice
- Tell our story
- Enable transactions
Design

- Enforces brand
- Mobile-friendly design
- Clean, uncluttered
- Focuses on key information
Mobile Responsive Design

When Will My SVCE Service Start?

Residential
- April 2017: 20% of accounts
- July 2017: 55% of accounts
- Oct 2017: 100% of accounts

Small/Medium Commercial

Frequently Asked Questions

What is Silicon Valley Clean Energy?

Silicon Valley Clean Energy is the new public, locally controlled electric generation service provider for 12 Silicon Valley communities, including Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, Mountain View, Saratoga, Sunnyvale and unincorporated County of Santa Clara. We provide residential and commercial electricity customers with clean, 100% carbon-free power options at competitive prices, from sources like solar, wind and hydropower. We source the electricity, and PG&E delivers it over existing utility lines, and continues to do maintenance, billing and customer service.

How does Silicon Valley Clean Energy procure power and where does it come from?

How can I be sure Silicon Valley Clean Energy is actually procuring 50% or 100% renewable energy on my behalf?
Key Features – About SVCE

About Our Service

Building a Clean Energy Future in Silicon Valley

Silicon Valley Clean Energy (SVCE) is redefining the local electricity market, providing our residents and businesses with new clean energy choices—renewable and 100% carbon-free electricity at competitive rates. Twelve communities in Santa Clara County formed SVCE, a local non-profit public agency. For these communities, SVCE is now your official electricity provider.

We work in partnership with PG&E. We buy clean electricity direct from the source—encouraging the kind of market growth and competition that results in more renewable energy sources and lower energy generation rates. PG&E delivers the electricity over existing power lines, and continues to maintain the lines and provide customer service as they always have. Your bill continues to come from PG&E, with SVCE generation charges replacing those from PG&E.

SOURCE
SVCE
buying and building energy supplies

DELIVERY
PG&E
delivering energy, repairing lines, serving customers

CUSTOMER
YOU
benefiting from cleaner energy, local control

Silicon Valley Clean Energy
Key Features – Your Choices

It's All About Choice

You're paying for electricity. Now you can choose how it's generated and what you pay.

Residents and businesses in our service area with existing PG&E accounts are automatically enrolled in SVCE’s GreenStart electric generation service. You can also choose to upgrade to GreenPrime or choose to remain with PG&E’s generation service.

SVCE service begins April 2017, and customers will be phased in between April and October. If you receive a notice that your generation service is changing to SVCE, and you want to enjoy the benefits of clean energy at competitive rates, you don’t need to do anything – you are automatically enrolled.

If you are in our service area but have not yet received a notice that your service is beginning, you don’t have to wait! You can be an early adopter by choosing GreenPrime, Anytime.

GreenPrime
100% Carbon Free
100% Renewable

Choose to upgrade to GreenPrime, SVCE’s 100% renewable generation service, and be at the forefront of our community’s commitment to a clean energy future. GreenPrime is generated from 100% renewable, carbon-free sources, primarily from solar and wind farms in California and on the western grid. Buying GreenPrime further supports generation from these new and competitive renewable energy sources.

GreenPrime is available at a premium of less than 1 penny per kW-hour. For a typical residential customer, that’s less than $5 a month.

You can choose “GreenPrime, Anytime”—before your official SVCE start date as an early adopter or after you’ve been enrolled in GreenStart.

The Rewards of Being a GreenPrime Business
Choosing GreenPrime can help your business meet additional renewable energy goals and help qualify you for prestigious certifications.

GreenStart 50% Renewable 100% Carbon Free

GreenStart is SVCE’s competitively priced, standard electricity offering.

All customers are automatically enrolled in GreenStart, with electricity generated from renewable sources such as wind and solar and carbon-free sources such as large hydroelectric facilities.

Solar and Net Energy Metering Customers

If you have solar generation installed at your home or business, you can earn credits for the renewable power you generate and offset some or all of the charges you would normally pay for using electricity. SVCE’s Net Energy Metering (NEM) program pays higher rates for surplus electricity than PG&E does.

If you are a new NEM customer with PG&E, your account will automatically be enrolled in the SVCE NEM program. PG&E will transition your account at the time of your enrollment.

To minimize the potential for lost PG&E NEM credits during enrollment with SVCE, SVCE is scheduling enrollment of NEM customers in the month of your regular scheduled turn-up date, or in the two months immediately following. Watch for additional information from SVCE concerning enrollment of NEM customers.

LET THE SUNSHINE IN

Silicon Valley Clean Energy
Key Features – GreenPrime & Early Enroll

Upgrade to GreenPrime

GreenPrime and Early Enrollment

Choose GreenPrime, SVCE’s 100% renewable generation service, and be at the forefront of our community’s commitment to a clean energy future. GreenPrime is generated from 100% renewable, carbon-free sources, primarily wind and solar farms in California and on the western grid.

If you are currently enrolled as a Silicon Valley Clean Energy GreenStart customer, you can upgrade your service at any time to GreenPrime, SVCE’s premium 100% renewable and carbon-free electric generation service.

Enroll Early with GreenPrime

If you are not yet enrolled as a Silicon Valley Clean Energy customer, you can enroll early by signing up for GreenPrime, SVCE’s 100% renewable service available at a small price premium – with service beginning after your next available meter read date. Complete the form below for GreenPrime service.

- Terms and Conditions

Enter Account Information

* PG&E Account Number

Please enter your 10-digit PG&E account number.

Your PG&E Account Number can be found in the upper right portion of your PG&E bill. Please be sure to input only the first 10 digits of your account number including any leading zeros. Do not include the number after the hyphen, e.g., xxxxxxxxx-xx
Select Accounts to Enroll

Test, Test1 / 0000000001

Please put a check mark next to each account that you wish to enroll.

- [ ] 123 Main Street, Sunnyvale, CA 94087

Please provide your contact information below so that we can reach you if we need more information in order to process your enrollment request. Your contact information will not be used for marketing purposes and we will not share it with any other organization. (Please be sure to enter your email address if you would like to receive confirmation of your enrollment via email.)

* Phone: 408-721-5301

* How would you like to receive your confirmation letter?
- [ ] Email
- [ ] By mail only
- [ ] By email and mail
- [ ] Don’t send a confirmation letter

Email: pamela.leonard@svcleanenergy.org

Ready to go paperless?
- [ ] Yes I’d like to go paperless. (Note: if you selected to receive your enrollment confirmation by mail you will still receive it by mail.)

Next » « Back
Thank you, your enrollment request has been submitted.

Enrollment Confirmation Number: WYRLU6QV

Please print this page for your records.

If you have any questions you can contact us toll free at 1 (844) 474-SVCE Monday through Friday between 8 A.M. and 5 P.M. We are always happy to help.
Key Features – Opt Out

Opt Out

While we don’t want to lose you as a customer, you always have the choice to opt out. If you’re considering opting out of Silicon Valley Clean Energy and want more information or have questions, you can reach us directly by email at customerservice@SVClean-Energy.org or call us TOLL FREE at 1-844-474-SVCE (7822).

There are three enrollment phases for SVCE in April, July and October. Customers eligible for enrollment will receive notifications in the mail 60 and 30 days prior to their enrollment date. Once you receive a notice in the mail, you will be eligible to opt out.

Complete the form below to opt out of Silicon Valley Clean Energy service and return to PG&E.

Enter Account Information

* PG&E Account Number

Please enter your 10-digit PG&E account #

Your PG&E Account Number can be found in the upper right portion of your PG&E bill. Please be sure to input only the first 10 digits of your account number including any leading zeros. Do not include the number after the hyphen, e.g., 0000000006-7

Click here to see a sample bill

* Your Last Name or Business Name (as it appears on your PG&E bill)

Enter at least the first three letters

* Service Location ZIP Code (as it appears on your PG&E bill)

Please enter your Service Location ZIP Code

The Account Number is a required field
The Last Name/Customer Name field is required
The Service Location ZIP code field is required
## Key Features – Rate Comparison

<table>
<thead>
<tr>
<th></th>
<th>GreenStart</th>
<th>GreenPrime</th>
<th>Opt Out</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>50%</strong></td>
<td>RENEWABLE ENERGY</td>
<td><strong>100%</strong></td>
<td><strong>30%</strong></td>
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<tr>
<td><strong>100%</strong></td>
<td>CARBON FREE</td>
<td><strong>100%</strong></td>
<td><strong>60%</strong></td>
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<tr>
<td><strong>$50.96</strong></td>
<td>PG&amp;E ELECTRIC DELIVERY</td>
<td><strong>$50.96</strong></td>
<td><strong>$50.96</strong></td>
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<td><strong>$32.80</strong></td>
<td>ELECTRIC GENERATION</td>
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<td><strong>$47.71</strong></td>
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<td><strong>$14.43</strong></td>
<td>PG&amp;E ADDED FEES</td>
<td><strong>$14.43</strong></td>
<td><strong>$0</strong></td>
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<tr>
<td><strong>$98.19</strong></td>
<td>AVERAGE TOTAL COST</td>
<td><strong>$102.07</strong></td>
<td><strong>$98.67</strong></td>
</tr>
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*Sample Residential Cost Comparison.*

*Silicon Valley Clean Energy*
# Key Features – Rates

**Silicon Valley Clean Energy**

**Residential Electric Generation Rates**

Rates effective 04/01/17

## Residential GreenStart Rates

**E1, EL1, EM, EML, ES, ESL, ESR, ESLR, ET, ETL Basic Residential**

| All Electric Usage | $0.06753/kWh |

## E-TOUA, EL-TOUA Residential Time-of-Use

**Summer** - Service from June 1 through September 30

| Peak       | $0.15172/kWh | 3 P.M. to 8 P.M. Monday through Friday* (except holidays**) |
| Off-Peak   | $0.07689/kWh | All other hours including holidays** |

**Winter** - Service from October 1 through May 31

| Peak       | $0.06525/kWh | 3 P.M. to 8 P.M. Monday through Friday* (except holidays**) |
| Off-Peak   | $0.05109/kWh | All other hours including holidays** |

## E-TOUB, EL-TOUB, Residential Time-of-Use

**Summer** - Service from June 1 through September 30

| Peak       | $0.17374/kWh | 4 P.M. to 9 P.M. Monday through Friday* (except holidays**) |
| Off-Peak   | $0.07171/kWh | All other hours including holidays** |

**Winter** - Service from October 1 through May 31

| Peak       | $0.06798/kWh | 4 P.M. to 9 P.M. Monday through Friday* (except holidays**) |
| Off-Peak   | $0.04937/kWh | All other hours including holidays** |
### Key Features – Understanding Your Bill

**Account Number**
This is your PG&E account number, which you will need when upgrading to GreenPrime or opting out of SVCE service.

| Service For: | SPARKY JOULE  
1234 MAIN STREET  
SUNNYVALE, CA 94087 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Account Summary</td>
<td></td>
</tr>
<tr>
<td><strong>Amount Due on Previous Statement:</strong></td>
<td>$135.67</td>
</tr>
<tr>
<td><strong>Payment(s) Received Since Last Statement:</strong></td>
<td>-135.67</td>
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<tr>
<td><strong>Previous Unpaid Balance:</strong></td>
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<tr>
<td><strong>Current PG&amp;E Electric Delivery Charges:</strong></td>
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<td><strong>Silicon Valley Clean Energy Electric Generation Charge:</strong></td>
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<tr>
<td><strong>Total Amount Due by 02/05/2017</strong></td>
<td>$138.15</td>
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</table>

**PG&E Delivery Charges**
PG&E charge to deliver electricity over their existing transmission lines, maintain infrastructure and other fees to support customer service and billing.

**SVCE Generation Charge**
This charge is to cover Silicon Valley Clean Energy’s cost of purchasing clean, 100% carbon-free electricity for customers.

**Total Amount Due**
Includes PG&E’s electric delivery charge, SVCE’s electric generation service and PG&E gas service, if applicable. This is the total amount you pay to PG&E, conveniently on one bill for services provided by both PG&E and SVCE.
Key Features – Inside SVCE

**What's New**

**SVCE Sets Rates and Approves Solar Program**
Silicon Valley residents and businesses are getting 100% carbon-free energy and lower rates beginning April 2017.

**Cities Commit to 100% Renewable!**
Campbell, Cupertino, Morgan Hill, Mountain View, San Jose and Sunnyvale have upgraded to GreenPower for their City electricity accounts.

**We Want You! Join Our Team Today!**
We're looking for motivated and passionate professionals to join our team. Learn more about our open opportunities.

**INSIDE SVCE**
- The Agency
- Board Meetings
- Meet Our Board
- Meet Our Team
- Join Our Team

**AREAS OF SERVICE**
- Campbell
- Cupertino
- Gilroy
- Los Altos
- Los Altos Hills
- Los Gatos
- Monte Sereno
- Morgan Hill
- Mountain View
- Saratoga
- Sunnyvale
- Unincorporated Santa Clara County
Key Features – Inside SVCE

Board of Directors Meetings

The SVCE Board of Directors holds its meetings on the second Wednesday of each month at 7:00 pm at Cupertino Community Hall, located at 10350 Torre Ave Cupertino, CA.

<table>
<thead>
<tr>
<th>MEETING SCHEDULE</th>
<th>Agenda Packet</th>
<th>Presentation</th>
<th>Minutes</th>
<th>Video</th>
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<tr>
<td>Wed January 11, 2017</td>
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<td></td>
<td></td>
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<tr>
<td>Wed December 14, 2016</td>
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<tr>
<td>Wed November 9, 2016</td>
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<tr>
<td>Wed October 12, 2016</td>
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</tr>
<tr>
<td>Wed September 14, 2016</td>
<td></td>
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Key Features – Frequently Asked Questions

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How does Silicon Valley Clean Energy procure power and where does it come from?

How can I be sure Silicon Valley Clean Energy is actually procuring 50% or 100% renewable energy on my behalf?

What are Renewable Energy Certificates?